In the Claims

1-165. (Canceled)

166. (Previously Presented) A method of routing a voice call, wherein the voice call originates from a user device including a cookie and wherein a call center has a plurality of call center resources, the method comprising:

receiving the voice call originating from the user device including the cookie;

processing the cookie from the user device to select one of the call center resources; and

routing the voice call originating from the user device to the selected one of the call center resources.

167. (Previously Presented) The method of claim 166, wherein the voice call comprises a Get Document request in Hyper Text Transfer Protocol.

168. (Previously Presented) The method of claim 166, wherein processing the cookie from the user device to select one of the call center resources is further based upon caller entered information.

169. (Previously Presented) The method of claim 166, wherein processing the cookie from the user device to select one of the call center resources is further based upon an Internet Protocol address.

170. (Previously Presented) The method of claim 166, wherein processing the cookie from the user device to select one of the call center resources is further based upon a domain name.

171. (Previously Presented) The method of claim 166, wherein processing the cookie from the user device to select one of the call center resources is further based upon one or more of a day or a time of day.

172. (Previously Presented) The method of claim 166, wherein processing the cookie from the user device to select one of the call center resources is further based on a least busy agent.

173. (Previously Presented) The method of claim 166, wherein processing the cookie from the user device to select one of the call center resources is further based on a least congested route.

174. (Previously Presented) The method of claim 166, wherein processing the cookie from the user device to select one of the call center resources is further based on one or more of a class of service or a quality of service.

175. (Previously Presented) The method of claim 166, further comprising selecting a web service application based upon the cookie.

176. (Previously Presented) A communication system for routing a voice call, wherein the voice call originates from a user device including a cookie and wherein a call center has a plurality of call center resources, the communication system comprising:
    a plurality of web call resources for handling web calls; and
    a web call center configured to receive the voice call originating from the user device including the cookie, process the cookie from the user device to select one of the call center resources, and route the voice call originating from the user device to the selected one of the call center resources.

177. (Previously Presented) The communication system of claim 176, wherein the voice call comprises a Get Document request in Hyper Text Transfer Protocol.

178. (Previously Presented) The communication system of claim 176, wherein processing the cookie from the user device to select one of the call center resources is further based upon caller entered information.

179. (Previously Presented) The communication system of claim 176, wherein processing the cookie from the user device to select one of the call center resources is further based upon an Internet Protocol address.

180. (Previously Presented) The communication system of claim 176, wherein processing the cookie from the user device to select one of the call center resources is further based upon a domain name.

181. (Previously Presented) The communication system of claim 176, wherein processing the cookie from the user device to select one of the call center resources is further based upon one or more of a day or a time of day.

182. (Previously Presented) The communication system of claim 176, wherein processing the cookie from the user device to select one of the call center resources is further based on a least busy agent.

183. (Previously Presented) The communication system of claim 176, wherein processing the cookie from the user device to select one of the call center resources is further based on a least congested route.

184. (Previously Presented) The communication system of claim 176, wherein processing the cookie from the user device to select one of the call center resources is further based on one or more of a class of service or a quality of service.

185. (Previously Presented) The communication system of claim 176, wherein the web call center is further configured to select a web service application based upon the cookie.